



# City of Chattanooga

INFORMATION SERVICES DIVISION  
101 EAST 11TH STREET, 3RD FLOOR

**Chattanooga, Tennessee 37402**

September 9, 2002

Mr. David Waddell  
Executive Director  
Tennessee Regulatory Authority  
460 James Roberson Parkway  
Nashville, TN 37243

Dear Mr. Waddell,

The City of Chattanooga is requesting the assignment of 311 dialing service from BellSouth. We would like for the service to be active effective, October 14, 2002. The City of Chattanooga, in order to better serve its residents, is implementing a Citizen Relationship Management/"One Call" center application. The City's CRM will be greatly enhanced by providing a N11 access number to our callers. Because Chattanooga is our targeted area, we request that the 311 service encompass the entire Chattanooga Calling area.

The local United Way organization has expressed an interest in 211 service and the City of Chattanooga is happy to work with this organization and release the 211 service we had originally requested to use with for the One Call center application.

Thank you for your assistance in this matter. If you have any questions or require additional information, feel free to give me a call at 423-757-7249.

Sincerely,

Betty Jo Wells  
Telecommunications Manager  
City of Chattanooga

Cc: Betty Callahan, BellSouth  
Jim Gotto, BellSouth

**RECEIVED**

SEP 10 2002

SARA KYLE, COMMISSIONER  
TN PUBLIC SERVICE COMM.